

Fleet Support Improvement Conference

Jeffery Orner
Assistant Deputy Commander, Fleet Logistic Support
NAVSEA 04L
(703)602-4120

OrnerJG@navsea.navy.mil



19 May 1999

Why Are We Here?

- Why the Name Change?
 - *There's More to "Fleet Support" than "SCLISIS & Outfitting" . . . Need Broad Focus*
- Communication!
- Provide Information on Planned & Ongoing Efforts Related to Fleet Support & Reach Consensus on Priorities
 - *Challenge Assumptions!*
- Strengthen the Team Effort Among those in the Fleet Support Business

NAVSEA Logistics Focus

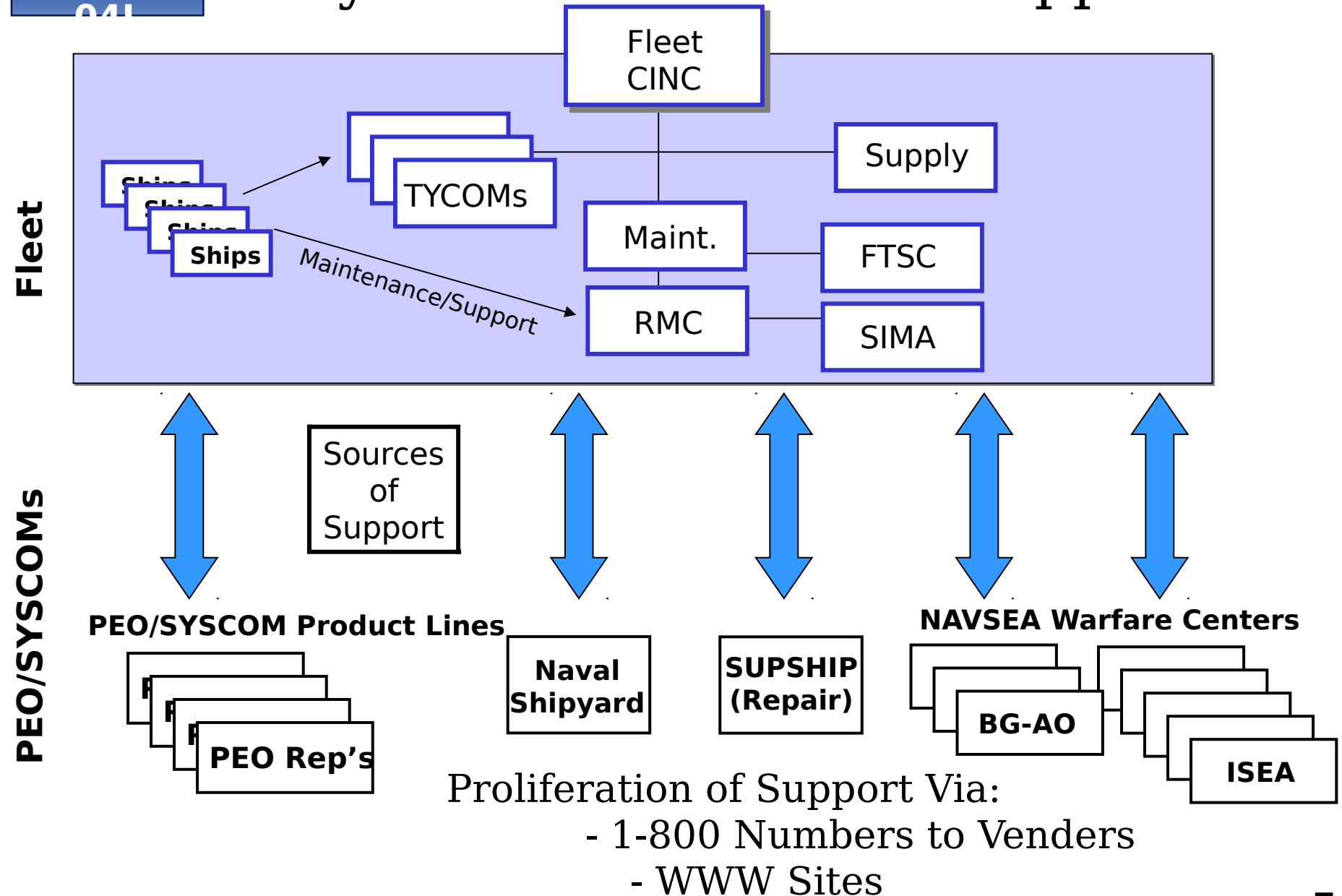
- Reduce Shipboard Workload
- Reduce Total Ownership Cost of Ships & Systems
- Improve Effectiveness of Fleet Support Processes
 - Address Systemic Causes of Long Standing Issues
- Reduce Redundancy and Inefficiency of Shore Infrastructure Fleet Support Processes & Tools
 - Look at Functional (Logistic Element) Stovepipes & Platform-Specific Tools & Processes
- Publish Long Term Configuration & Logistics Data Architecture (Focus IT Investments)
- Drive “Lessons Learned” Into Acquisition

Distance Support/Anchor Desk Initiative



The Problem

Today's Unfocused Fleet Support



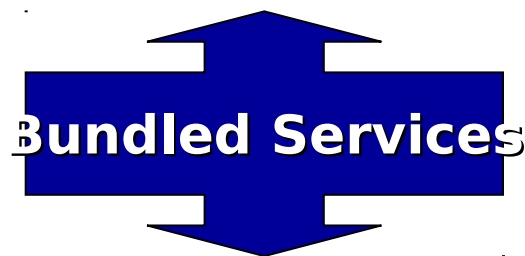
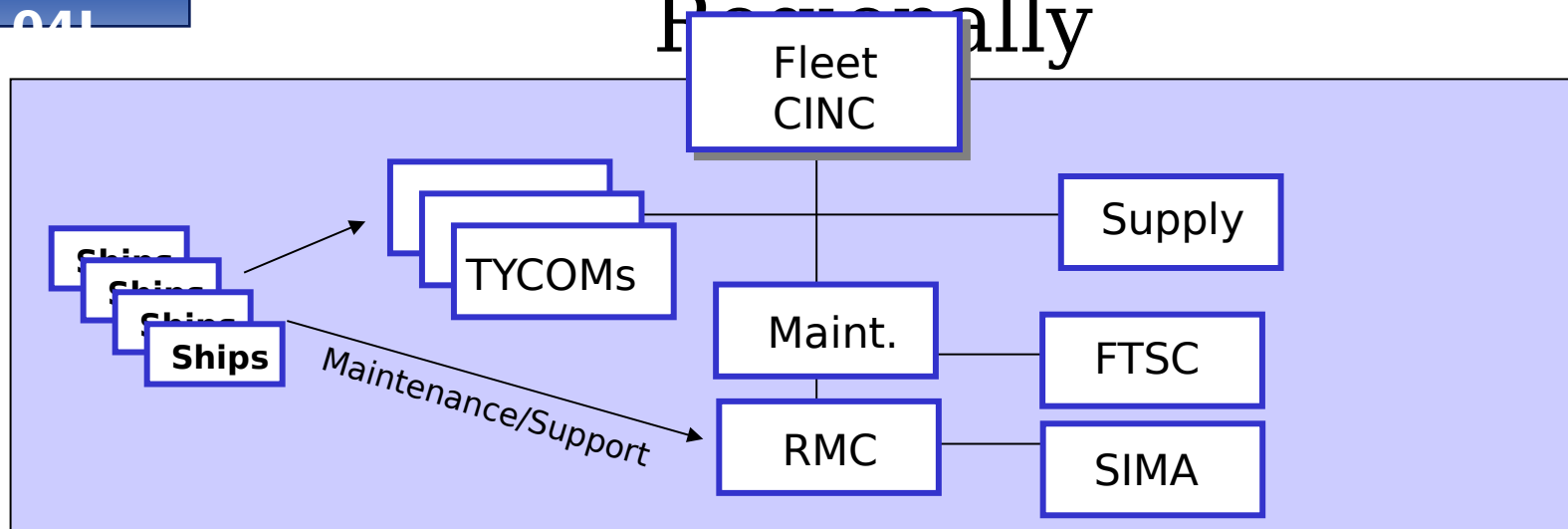
Guiding Principles

- Single Point of Contact/Accountability for Fleet Support Requests
 - *Continuity of Support Processes Across Fleet*
 - *Maintain Standard “Point of Entry” for Fleet Despite New/Innovative Support Techniques*
- Use Existing Technical/Support Agents
 - *Minimal Staff*
 - *Use Automated Processes*
 - *Build on (& Merge) Existing Automated Processes*
- Integrate Best of Innovative and Standard Procedures
- Move Support Workload/Burden Ashore

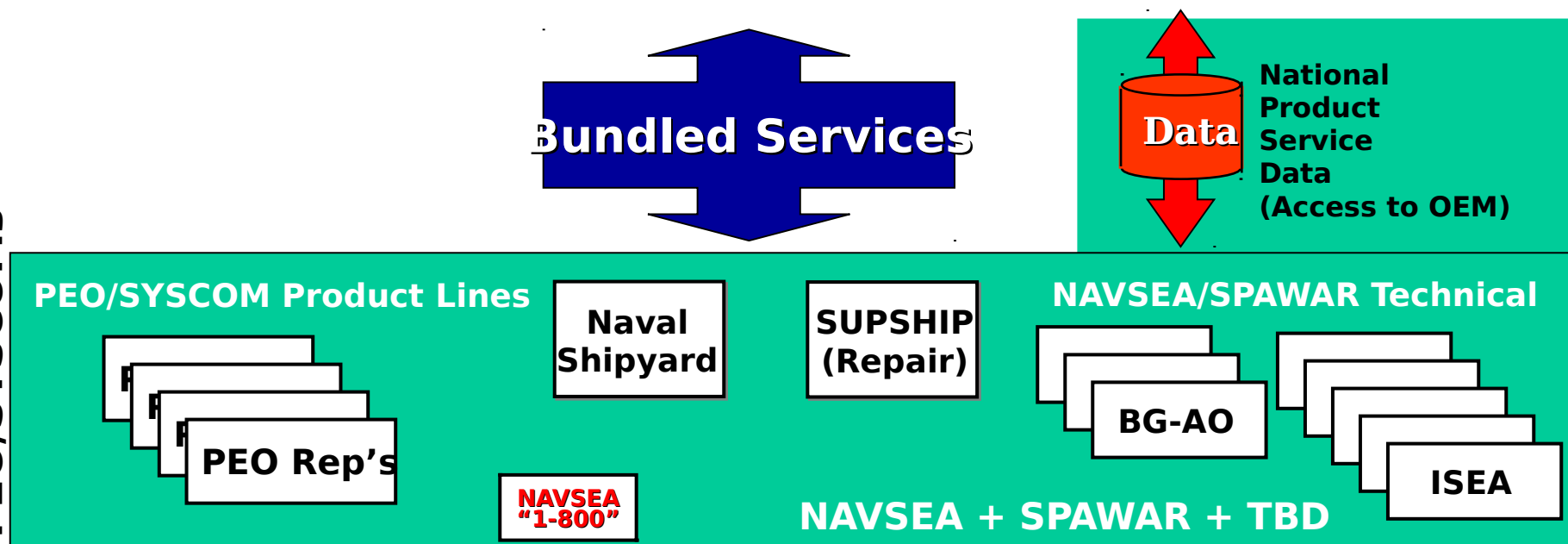
Future - Focusing Waterfront Fleet Support Regionally

NAVSE
A
041

Fleet



PEO/SYSCOMs



Anchor Desk Entry Points

SUPPORT PROVIDERS:
Traditional Support Plus,
Remote Tele-Maintenance
& Just-in -Time Training



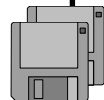
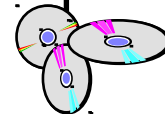
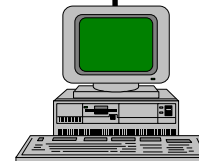
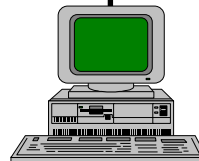
NDE

**"1-Touch" Support
(WWW & 1-800)**

One face to Fleet . .
.Broker.
Fleet Support
Providers Retain their
Roles Actions,
response -time &
Effectiveness Tracked
(Metrics!)

**Internet
SIPRNET
Secure System**

Off-line



Walk-in Phone Fax E-mail Electronic Web Browser CD-ROM Diskette

**NAVSEA-NAVSUP
Team Effort**

**Feedbacks
(TM, PMS, etc.),
4790/2Ks,
Requisitions**

Implementation Plan

- Phase 1: Prototype (2 part) - Stand-up in July 1999
 - A. Scope - NAVSEA Systems on Prototype Ships
 - Single Point of Entry for (Electronic) Fleet Support Requests, Feedback Reports
 - 1-800/1-Touch Support . . . Single Point of Entry
 - Need Fleet Feedback on Scope of Prototype
 - Suggest Homeport (Norfolk) or Battlegroup
 - 1 Year - Effectiveness Continuously Evaluated
 - B. Distance Support - Smart Ships
 - Tie Together Ongoing Distance Support Efforts Aimed at Reducing Shipboard Workload/Moving Work Ashore (Video-Tele-Maintenance, etc.)
 - Evaluate Existing Efforts for Effectiveness & Potential for Expansion
 - Support Provided 24 Hours a Day, 7 Days a Week
- Phase II - Expand 1-Touch Support (1-800/WWW) Operation, FY 00
- Phase III - Expand Distance Support
 - Expand (Institutionalize on Wide-Scale Basis) Distance Support Efforts (Video-Tele-Maintenance, etc.)
 - Equipment Monitoring Ashore



- ***We can No Longer Afford Duplication of Efforts, Stovepipe Processes and Inefficiencies Inherent in Today's Fleet Support Processes and Tools***
- ***Our Challenge is to Reexamine & Reengineer Everything About the Way We Support the Fleet . . . and to do so as a Community . . . Within Existing Resources***

Background Slides

What We Heard From Fleet Representatives Last Time We Met .

• •

- Our Fleet Support and Configuration Management (CM) Processes Need to be Less (Vice More) Complex
- We (SYSCOMS) Need to Focus on Reducing Fleet Workload
- Fleet Support & CM Process Need to be Standardized (at Sailor/Ship Level)
- Provide Better (Automated) Means to Adjust Ship Allowances - - Vice Cancellation Messages & “Pen & Ink” Changes

What We Heard From Fleet Representatives Last Time We Met .

..

No 1-800 Support Philosophies!



What We Heard From Fleet

~~Representatives Last Time We Met . . .~~

- CINCS/TYCOMs Need More Data on Cost of Allowance Decisions & \$\$ Available
- *Focused Logistics*: Continuous ILS-type Targeted System Support (Vice Complete New COSALs) Will Make Our Spares \$ go Further & Will Often (Not Always) be Used as an Alternative to New COSALS
- Central Focus and Coordination Needed to Implement Contractor Logistic Support Without Breaking Anything
- Fix Warranty Management!!!!!!
 - Sailors Don't Have Data/Process Needed to Use Warranties

What We Heard From Fleet Representatives Last Time We Met .

. .

- Continuing Concern About Impact of Budget-Driven Spares/A_o Reduction Decisions
- *Waterfront Configuration “Gate Guard”*
 - Need One!
 - Should be Job of those Paying for the Installs?!?
 - AIT Checklists, etc. Being Used (But Each Uses Slightly Different Activities)
 - Installs Outside of Availabilities Still a Problem (Reporting . . Delivering Support)
 - Potential to Use Existing/Funded Entities (i.e. MIW Uses MIW Fleet Engineering Activity, PMS 400 - - SEAHAT???)

What We Heard From Fleet Representatives Last Time We Met .

• •

- Concerns About Plans/Training for R-Supply
 - ***Fleet Concerned About Loss of ILO Functionality as We Move to R-Supply***
 - ***Needs Resolution Prior to Implementation***